

**Substitute for Form 1449/PTO**

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

*(use as many sheets as necessary)*

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of

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**Attorney Docket Number**

**09/808,475**  
**03/13/2001**  
**Faber, et al.**  
**2161**  
**Not yet  
assigned**

## **U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)				
DL		US-	6,404,864 B1	06-11-2002	Evslin, et al.	
		US-	6,310,941 B1	10-30-2001	Crutcher, et al.	
		US-	6,304,637 B1	10-16-2001	Mirashrafi, et al.	
		US-	6,298,056 B1	10-02-2001	Pendse	
		US-	6,212,192 B1	04-03-2001	Mirashrafi, et al.	
		US-	6,199,096 B1	03-06-2001	Mirashrafi, et al.	
		US-	6,144,670	11-07-2000	Sponaugle, et al.	
		US-	6,026,087	02-15-2000	Mirashrafi, et al.	
		US-	5,987,102	11-16-1999	Elliott, et al.	
		US-	5,889,774	03-30-1999	Mirashrafi, et al.	
↓		US-	5,453,352	09-26-1995	Tachibana	
		US-				
		US-				
		US-				
		US-				

## **FOREIGN PATENT DOCUMENTS**

Date Considered  
9/3/04

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**Examiner  
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Form PTO-1449 (Modified)		Atty Docket No. 4704P005	Application No. 09/808,475
<i>List of Patents &amp; Publications Statement</i>		Applicant(s): Scott Faber, et al.	
(Use several sheets if necessary)		Filing Date: March 13, 2001	Group No.: 2161

#### U.S. PATENT DOCUMENTS

Exam. Initials		Document Number	Date	Name	Class	Sub-class	Filing Date (if appropriate)
DC	AA	4,577,065	03/18/1986	Frey, et al.			
	AB	4,847,890	07/11/1989	Solomon, et al.			
	AC	5,058,152	10/15/1991	Solomon, et al.			
	AD	5,361,295	11/01/1994	Solomon, et al.			
	AE	5,369,694	11/29/1994	Bales, et al.			
	AF	5,608,786	03/04/1997	Gordon			
	AG	5,619,725	04/08/1997	Gordon			
	AH	5,768,348	06/16/1998	Solomon, et al.			
	AI	6,011,794	01/04/2000	Mordowitz, et al.			
	AJ	6,130,933	10/10/2000	Miloslavsky			
▼	AK	US 6,175,619 B1	01/16/2001	DeSimone			

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#### FOREIGN PATENT DOCUMENTS

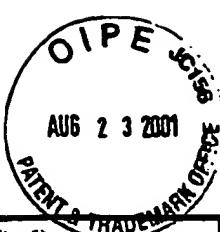
Exam. Initials		Document Number	Date	Country	Class	Sub-class	Translation Yes      No
	AL						
	AM						
	AN						
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Examiner: Ram G. Sto Date Considered: 9/3/04

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<i>List of Patents &amp; Publications Statement</i>  (Use several sheets if necessary)		Applicant(s): Scott Faber, et al.	
		Filing Date: March 13, 2001	Group No.: 2161

#### U.S. PATENT DOCUMENTS

Exam. Initials		Document Number	Date	Name	Class	Sub-class	Filing Date (if appropriate)
DL	AA	US 6,185,194 B1	02/06/01	Musk, et al.			
DL	AB	US 6,188,673 B1	02/13/01	Bauer, et al.			
DL	AC	US 6,192,050 B1	02/20/01	Stovall			
DL	AD	US 6,259,774 B1	07/10/01	Miloslavsky			
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Examiner: Alan Carter Date Considered: 9/3/04

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Form PTO-1449 (Modified)		Atty Docket No. 4704P005	Application No. 09/808,475
<i>List of Patents &amp; Publications Statement</i>		Applicant(s): Scott Faber, et al.	
(Use several sheets if necessary)		Filing Date: March 13, 2001	Group No.: TBA

#### U.S. PATENT DOCUMENTS

Exam. Initials		Document Number	Date	Name	Class	Sub-class	Filing Date (if appropriate)
DC	AA	5,818,836	10/06/1998	DuVal			
DC	AB	US 6,223,165 B1	04/24/2001	Lauffer			
	AC						
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	AJ						
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#### FOREIGN PATENT DOCUMENTS

Exam. Initials		Document Number	Date	Country	Class	Sub-class	Translation Yes	No
	AL							
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Examiner: Scott Faber Date Considered: 9/3/04

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<b>Form PTO-1449 (Modified)</b>				<b>Atty Docket No.:</b> 4704P005	<b>Application No.:</b> 09/808,475			
List of Patents and Publications Statement (Use several sheets if necessary) 				<b>Applicants:</b> Karl Jacobs et al. <b>Filing Date:</b> March 13, 2001				
<b>REFERENCE DESIGNATION</b>  <b>U.S. PATENT DOCUMENTS</b>								
Exam. Initia l	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date	
DC			6,058,379	Odom, et al				
			6,035,021	Katz				
			6,026,148	Dworkin, et al.				
			6,014,644	Erickson				
			5,991,394	Dezonno, et al.				
			5,982,863	Smiley, et al.				
			5,940,471	Homayoun				
			5,924,082	Silverman, et al.				
			5,914,951	Bentley, et al.				
			5,907,677	Glenn, et al.				
↓			5,893,077	Griffin				
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<b>FOREIGN PATENT DOCUMENTS</b>								
Exam. Initia l	No.	Document No.	Date	Country	Name	Class	Sub-Class	Trans-lation
DC	WO 98/38558	9/3/98		PCT Application				
	WO 98/13765	4/2/98		PCT Application				
	WO 98/02835	1/22/98		PCT Application				
	WO 97/05733	2/13/97		PCT Application				
↓	JP409319812A	12/12/97		Japan Application Taniguchi, et al.				
<b>OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)</b>								
DC	The Voice of Technology, Credit World, pp 20-23, Jul 1994							
DC	Telecommunications Buyers Guide and Directory, Editor & Publisher, pp 29TC-38TC, Feb 1994							
DC	Aspect Telecomm: Aspect Integrates the Web into the Call Center, M2 Presswire, Aug 1996							
DC	Information Bid and Asked, Forbes, 20 Aug 1990, 92							
Examiner <i>Deyley</i>				Date Considered <i>9/3/04</i>				
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DATE: 9/30/04

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- Missing (PTO 326) Office Action Summary
- Reference (s) have not been copied.
- The Detailed Action is missing.
- PTO form 948 (Drafts Person Patent Drawing) is missing.
- PTO form 1449 (Information Disclosure Statement) is missing.
- PTO form 892 (Notice of Reference Cited) is missing.
- PTO form 37 (Notice of Allowability) is missing.
- PTO form 413 (Interview Summary) is missing.
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COMMENTS:

1449 page 2 of 13 → 13 of 13 is missing

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